City Tech News

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From the Chief Information Officer

In November, the City Council passed Resolution 378 (R-378) establishing an internal E-Government Task Force. The Task Force includes members from numerous City departments.

The mission of the Task Force is to develop the scope of work and acceptance criteria for an e-Government RFP by the February 9, 2002 Information Services Committee meeting. Additionally, the Mayor Chavez Communications and E-Government Transition Team Report details several e-Government initiatives that will be included in the scope of work.

These e-Government initiatives present an opportunity to re-think how we deliver service to our customers (both internal and external) more effectively and efficiently.

Especially during this period of fiscal constraint, we need to think *hard* about how to re-engineer our business processes to take advantage of the web. If you're involved in a process that could be moved to the web, please let me know so we can include it in our e-Government RFP.

Clint Hubbard, CIO
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INotes Means Email Access from Anywhere

iNotes Web Access.

Notes Users: Need to check your City e-mail or calendar from home, on the road, or some other City facility? Now you can with iNotes web access! All you need is access to the Internet, Microsoft Internet Explorer browser, and an Internet password from ISD. Simply point your browser to http://mailproxy.cabq.gov from anywhere in the world, enter your Internet password and select "Open My Mail" from the City Seal menu.

iNotes web access provides most of the capabilities of Notes including e-mail, group scheduling, personal calendar, contacts, personal notebook and to-do list. You can still set and receive alarms, print your calendar in a variety of day timer formats, and drag and drop files from the desktop into messages, calendar entries, and to-do items. You can even spell check documents before sending.

If you have a Notes account, but don't already have an Internet (http) password, call the ISD Help Desk at **768-2930**. Remember, the Internet password is NOT the same as your Notes password. And by the way, iNotes is free for Lotus Notes users.

City Website Ranks 2nd in National eGov Survey
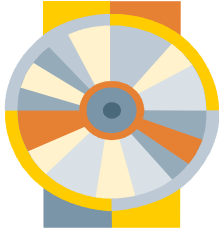
The City's website ranked second in a national study of municipal websites. Details can be read on-line at: http://www. cabq.gov/hot/webaward.html. As many different department contribute to the website, this is an award we can all celebrate. However, while Brown University researchers liked the website's consistent user-friendly interface and information architecture, much improvement is yet to be made in offering services online. The website is largely **static** and must be made **dynamic**—thereby harnessing the true power of the web.

Numerous committees are looking at ways the City can offer more services on-line during lean budgetary times. Depending on funding, citizen demand, and direction from political leaders, Albuquerque citizens may see future improvements such as: more dynamic and timely content; credit card payments on-line for City services and events; and greater ADA accessibility and usability.

Subscribe to CityNews to keep informed of new website services: http://www.cabq.gov

Website stats and policy: http://www.cabq.gov/standards/

Important Information Regarding Your Email

We have been using Lotus Notes for a couple years now. Initially, when we implemented Notes, it sat on brand new servers with so much disk space, it seemed we would never run out. But of course, things can change a lot in two years, and the disks are getting full. So full, in fact, that we are going to have to start performing housekeeping on the mail databases.

The new housekeeping procedure will start running on most email databases in **January**. Documents more than **180 days old** in "**Inbox**", **"Trash," and "Sent"** will be cleaned up. Some of those documents ("Inbox" and "Trash") will remain in the database for another month, in a specially created folder, where they can be retrieved if necessary. "Calendar" type documents will NOT be deleted.

When documents are moved or deleted, a message will be sent to the database owner, informing him or her that the cleanup has been performed. At that time, it would be wise to check out the specially created folder (the e-mail message will tell you what the name of it is) and save those documents you deem important.

Sent documents are special, and therefore require special steps be taken to prevent them from being deleted by the housekeeping procedure. The Notes Tips database has a document that describes how to prevent a Sent document from being deleted.

Housekeeping will run on the same date each month.

There may occasionally be issues with cleaning up a particular mail database. These may include 1) some, but not all documents getting cleaned up, 2) not enough time to clean up all the databases scheduled, or 3) a problem which causes the housekeeping procedure to stop prior to cleaning up all the databases scheduled. In most cases, this will either resolve itself by the next month, or will be addressed by a Notes Administrator. **Under no circumstances** will documents that are less than 180 days be removed.

Please watch your Inbox in January and February for e-mail from the Notes Administrator, informing you that e-mail housekeeping has been performed.

Basic Computer Training Offered

Get into the driver's seat with the Computer Driver's License Course.

This nine-hour workshop, designed specifically for City of Albuquerque Employees, introduces skills that allow you to use the variety of technology tools sitting on your desk right now. This is not a cookie-cutter class. This info has been especially tailored to meet the needs of City Employees.

All Windows and Windows compliant products, like Word and Excel, are meant to be used together.

How do you edit a spreadsheet in Word? How do you add input screens to Excel? How can you squeeze useful information out of the Web easily? What do you do when your computer is slow or just won't start? What are the tricks that keep your computer running in top shape?

The Computer Drivers License Course shows you how to get the answers to these questions and more. Classes are limited to 12 people, so there is plenty of time for personal, individual attention.

To date, **150** City employees have attended this training.

To sign up for this class, call the Training and Organizational Excellence Division at 924-3800 or on the Web at: http://www.cabq.gov/hrd/toe/REGINFO.html.

For more information, see the City's intranet: http://coaweb/html/isd_training.html or contact Sharon Schultz at 768-2903 or sschultz@cabq.gov.

What to do When You Receive a Virus Warning

Alert! Virus! Send this to everyone you know...

Seen this in one or more of your e-mails lately? It may sound very dire; the message may look like it came from someone important, like an IBM or a Compaq; it may even have been forwarded to you by someone you know and trust. But the odds are overwhelming that is in fact a **hoax!**

The City employs anti-virus protection on all of our e-mail servers, most of our file and application servers, and just about all of our desktop computers. Our anti-virus vendors update us constantly on new viruses and provide us with the tools necessary to stop them.

We also work closely with Federal law enforcement and subscribe to a number of security services which provide us with up-to-the-minute information on viruses, "mal-ware", and other computer and network-related security issues.

In virtually every case, we're going to know about legitimate, potential problems long before your sister-in-law's co-worker's husband's bosses' friend's acquaintance whom you've never met but claims to be an expert worthy of your trust sends you a message out of the blue.

Of the over 100 of these messages reported to ISD ("is this for real?") in 2001, not a single one has proved legitimate, and some of them have been bouncing around the Internet for over seven years!

"Of the over 100 [virus] messages reported to ISD in 2001, not a single one has proved legitimate."

This Quarter's Information Systems Committee Approvals

DFAS	Windows XP Pro Testing - Windows licenses	$	1,091.70
FCS	FCS Fiscal Printer - Laser Jet 2200DN	$	1,128.00
FCS	FCS Printer - 7700 DN Xerox	$	6,930.60
PR	Computer for Golf Assist. Superintendent -	$	1,076.00
DFAS	APD/Fire St. 20 - newtwork equipment	$	16,355.52
DFAS	Replacement PC's Integratrack Call Accounting System	$	3,842.36
FCS	Housing PC	$	2,271.00
Fire	Fire Academy PCs/Projectors	$	12,816.78
DFAS	Server for Web application development & testing	$	4,312.00
SA	Senior Affairs Home Retrofit - replace old computer	$	1,249.48
DFAS	APD South Broadway Substation Wireless Network Connection	$	9,939.52

Help Desk Calls Logged for Sept. 1, 2001 – Nov. 30, 2001

Aviation (14)
Bernalillo County (15)
City Council (20)
Convention Center (7)
Corrections (3)
Cultural Services (118)
Environmental Health (133)

Family and Community (249)
Finance and Admin. (338)
Fire (96)
Human Resources (83)
Internal Audit (21)
Legal (107)
Mayor/CAO (140)

Parks and Rec (104)
Planning (125)
Police (817)
Public Works (204)
Senior Affairs (98)
Solid Waste (32)
Transit (25)